

P A M E L A C . V A R N E R

July 23, 2003

The Illinois Commerce Commission
527 East Capital Avenue
Springfield, IL 62701
ATT: Franklin Johnson

Re: 2003-084135 Peoples Gas & Light Company, The

Dear Mr. Johnson:

In August of 2002, I received a bill from Peoples Gas for \$1,296.85, for a property at 2101 West 54th Place [account no. 6500019214964]. I immediately called and spoke to a representative and was told that the charges were actually readings from the months of May, June and July of 2000. I explained to the representative that there had been a fire at that location in May of 2000 and that charges should not have been incurred because the property was not occupied during those months. The representative advised me to submit a fire report and assured me that the charges would subsequently be dismissed. I promptly faxed a copy of the fire report.

In December of 2002, I received a new for a sum of \$3,812.30 for the services at my home (7701 South Oglesby Avenue; account number 6500031244759), or so I thought. I noticed that there was a deposit of \$426.00 charged to my account, which prompted me to call Peoples Gas again. A representative informed me that this charge was due to nonpayment of the following service bills for the following service dates:

♦ 1155 South Forest Avenue	\$1,524.18	August 2001 and May 2002
♦ 2101 West 54 th Place	\$1,296.85	May 26, 2000 and July 17, 2000

I explained to this representative that I had cancelled services for Forest Avenue on August 6, 2001 and that there had been a fire at the property on 54th Place (as I explained to another representative in August) and the property was vacant during that period of time. This representative instructed me to fax proof of both the cancellation of service and the fire. He too assured me that if I did this, the charges would be removed from my account. I faxed the appropriate information, however the charges were still applied to my home account on the following statement.

I subsequently made a personal visit to a representative at peoples Gas on 95th Street in Chicago. I was told that the charges for Forest were transferred back to me because the new owner of the property never requested services for that location. She also confirmed that the charges for 54th Place had been applied despite my repeated attempts to show proof that they were not valid charges. I requested detailed individual statements for the charges at each of these properties from a Ms. Patricelli at Peoples Gas and she denied my request.

Summary of My Complaint:

July 23, 2003

As of today's date, I am left with the following questions:

1. Why have those charges remained on my account despite proof that they are not my responsibility?
2. Why have I been forced to pay a security deposit in order to receive service at home for service that is associated with other properties that do not belong to me?
3. Why have late fees continued to accrue on my account even after I've called these charges into question?
4. Lastly, I made a payment of \$330.02 to account number, which has not been applied to my home account. Where is that payment?

I am hoping that you will investigate these matters on my behalf and help me to find a resolution to my seemingly hopeless struggle with Peoples Light & Gas Company. Please let me know if there's anything further that I can do to end the confusion. I thank you in advance for assistance with this.

Sincerely,

A handwritten signature in cursive script that reads "Pamela C. Varner". The signature is fluid and elegant, with the first letters of the first and last names being capitalized and prominent.

Pamela C. Varner

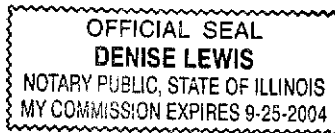
VERIFICATION

I, Pamela Varner, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

Pamela Varner
Signature

Subscribed and sworn to before me
this 25th day of September,
2003.

Denise L. Lewis
Notary Public



PEOPLES
ENERGY
Peoples Gas
North Shore Gas

Pamela Varner
7701 S Oglesby
Chicago, IL 60649

June 5, 2003

Re: 7701 S. Oglesby
11355 S. Forest
2101 W. 54th Pl.
5932 S. Hermitage

Dear Ms. Varner,

We were recently contacted by the Illinois Commerce Commission (ICC) regarding your gas bill. We understand your concern and want you to know that we conducted a thorough review of our records in an effort to resolve this billing issue. I apologize for any inconvenience this may have caused.

Per your request, I have compiled a history of your 7701 S Oglesby account, which includes all the bills that were transferred in from 3 previous addresses. I started with January 12, 2000. See Attached.

I am going to allow \$1545.87 that was transferred in from 11355 S Forest due to the fact that you supplied a deed that shows you were not responsible for the bill from 8-6-01 through 5-3-02.

In addition I am going to allow \$248.36 that was transferred in from 2101 W 54th Pl billed for gas used after May 7th, due to the fact that there was a fire in that building on May 7th 2000 based on records that you supplied.

The new total due on your account at 7701 S. Oglesby is \$2,497.12.

Thank you for your patience as we looked into this matter.


Sincerely,
V. Patricelli

V. Patricelli
Special Services

6/26/03
S/T Mr. Johnson
Request for journal hearing
We will send info by mail!

Pamela Varner at 7701 S Oglesby

1/12/00	Balance	\$367.19
1/17/00	Bill	\$298.55
1/19/00	Payment	<u>\$367.19</u>
		\$298.55
2/15/00	Bill	\$278.39
3/16/00	Bill	\$238.23
4/14/00	Bill	\$176.69
5/16/00	Bill	\$117.48
		\$1,109.34
6/5/00	Payment	<u>\$800.00</u>
		\$309.34
6/15/00	Bill	\$78.46
7/18/00	Bill	\$66.40
8/17/00	Bill	\$98.27
8/17/00	Bill canceled	<u>\$91.68</u>
		\$460.79
8/25/00	transferred in from 5932 S Hermitage	<u>\$330.02</u>
9/15/00	Bill	<u>\$110.86</u>
		\$901.67
9/29/00	Payment	\$553.81
10/5/00	Payment	<u>\$330.20</u>
		\$17.66
10/13/00	Bill	\$102.09
11/14/00	Bill	\$151.15
12/14/00	Bill	\$495.52
1/16/01	Bill	\$733.67
2/14/01	Bill	<u>\$716.88</u>
		\$2,216.97
3/15/01	Bill	<u>\$600.80</u>
		\$2,817.77
4/14/01	Bill	\$373.56
5/16/01	Bill	\$186.47
6/16/01	Bill	\$134.81
7/13/01	DNP	
7/14/01	Serv Chrg	<u>\$48.71</u>
		\$3,561.35
7/17/01	Payment	<u>\$3,750.00</u>
		\$188.65
7/18/01	Bill	<u>\$301.32</u>
		\$112.67

8/4/01	Bill	<u>\$21.16</u>
		\$133.83
8/16/01	Bill	\$208.55
9/18/01	Bill	\$237.85
10/17/01	Bill	\$76.31
11/16/01	Bill	\$127.64
12/19/01	Bill	\$190.93
1/17/02	Bill	<u>\$319.29</u>
		\$1,294.40
1/28/02	Transferred in from	<u>\$2,491.29</u>
	11355 S Forest	\$3,785.69
2/16/02	Bill	\$298.33
3/19/02	Bill	\$299.75
4/16/02	Bill	\$271.01
5/16/02	Bill	<u>\$201.50</u>
		\$4,856.28
5/22/02	DNP	
	Depo Ref	<u>\$71.33</u>
		\$4,784.95
6/7/02	Bill	\$11.69
7/16/02	Bill	<u>\$66.89</u>
		\$4,863.53
	Adj for over est final (bbox)	<u>\$479.67</u>
		\$4,383.86
7/26/02	Payment	<u>\$4,000.00</u>
		\$383.86
9/14/02	LPC	<u>\$5.63</u>
		\$389.49
9/23/02	Payment	<u>\$500.00</u>
		\$110.51
10/2/02	Payment	<u>\$108.00</u>
		\$218.51
10/9/02	Payment	<u>\$108.00</u>
		\$326.51
11/21/02	transferred to new acct	
	<u>7701 S Oglesby</u>	<u>\$326.51</u>
11/22/02	Bill	<u>\$483.10</u>
		\$156.59
 11/26/02	transferred in from	
	2101 W 54th Pl	<u>\$1,334.54</u>
		\$1,491.13
11/27/02	transferred in from	<u>\$1,545.87</u>
	11355 S Forest	
	8-6-01 to 5-3-02	
		\$3,037.00
12/14/02	Bill	\$775.30

1/16/03	Bill	<u>\$407.46</u>
		\$4,219.76
2/13/03	Bill	\$560.57
3/14/03	Bill	\$435.15
4/12/03	Bill	<u>\$366.52</u>
		\$5,582.00
4/29/03	Payment	\$1,500.00
5/9/03	Payment	\$1,500.00
5/13/03	Bill	<u>\$199.35</u>
		\$2,781.35
5/21/03	Check NSF	\$1,510.00
		\$4,291.35
6/5/03	\$248.36 credit	
	<u>\$1,545.87</u> credit	
	\$1,794.23 credit	
		\$2,497.12 Balance Due

June 2003,

I request print out for the following
account's number

1- 2101 W 54th Place
#s 921135 00507
65001 9214964

2- 7701 S. Oglesby Ave

#s 6500012624011
610729 00906
6500031244759

This information was denied by her
she stated that "She will not spend
any more of her time on this problem"



April 30, 2003

RE: 6-5000-3124-4759
7701 S Oglesby Ave Hsc



PAMELA C VARNER
7701 S OGLESBY AVE HSC
CHICAGO IL 60649-4122

Security Deposit Receipt - Residential

Dear Customer:

Peoples Gas Light And Coke recently recorded a security deposit of \$426.00 for your Residential account at the above service address. We assigned a number to your deposit: 1. Please keep this letter as a record of your security deposit. If you pay your account balance in full and on time for 12 consecutive months, or if your service is turned off, the security deposit will be applied to your account.

If service is stopped for non-payment, the deposit, plus interest, will be applied to your account. You will have to pay all charges, plus a new security deposit, before your gas service is turned back on.

Sincerely,

Customer Care

Bill Date	Account Number	Payment Due Date	Amount Due
08/29/2002	6 5000 1921 4964	09/20/2002	\$1,296.85

CUSTOMER

Name: Pamela C Varner
Account Number: 6 5000 1921 4964
Service Address: 2101 W 54TH PL FL 1
Chicago IL 60609-5529
Service Classification:
Heating Account: Yes
Next Meter Reading: September 2, 2002

SUMMARY OF CHARGES

Credits And Charges Since Your Last Bill

Previous balance	\$1,278.42
Late payment charge	18.43
Balance	\$1,296.85
Total Balance	\$1,296.85

MESSAGES

To pay your gas bill by credit card, simply call 1-888-256-6445.

Safety Tip: Old or damaged flexible connectors are often the source of gas leaks within a home. Call 1-866-556-6001 today for an estimate to inspect your connectors and replace them, if needed.

As per mp, this amount was
transferred to the Oglesby add.
or it gave information about fire.
I requested duplicate bills

PAYMENT COUPON

ACCOUNT NUMBER: 6 5000 1921 4964

Please Pay By 09/20/2002

If paid after 09/20/2002 \$1,316.30
Account Balance Amount Enclosed

\$1,296.85

CAR-RT SORT **C017

|||||
PAMELA C VARNER
7701 S OGLESBY AVE
CHICAGO IL 60649-4122

If paying by mail, please allow 5 days for delivery.

Yes, I would like to pledge one dollar per month to the Peoples Energy Share the Warmth fund which helps low-income customers pay energy bills. I have added one dollar to my payment. Check this box -> ☐

Please do not write or stamp below this line.

476500019214964000090000012968500000



Customer Service Offices

Downtown **North** **South**
 401 S. State St. 1455 N. Milwaukee Ave. 1920 E. 95th St.

Office Hours

Monday through Friday 8:15 a.m. to 5 p.m. A Night Depository is located at each office. Payments by cash or check may be made at a Customer Service office or an authorized agent. To pay by credit card, call 1-888-256-6445. Mail your payment by check to: Peoples Energy, Chicago, IL 60687-0001.

All other correspondence should be addressed to:
 Peoples Energy, 130 E. Randolph Dr., Chicago, IL 60601-6207

Thank you for your business. www.PeoplesEnergy.com

Oficinas de Servicio al Cliente

Centro **Norte** **Sur**
 401 S. State St. 1455 N. Milwaukee Ave. 1920 E. 95th St.

Horas de oficina

Lunes a viernes 8:15 a.m. a 5 p.m. En cada oficina hay una tesorería para depósitos nocturnos. Pagos en efectivo o cheque pueden ser realizados en la oficina del Servicio al Cliente o en una agencia autorizada. Para pagar con tarjeta de crédito, llame al 1-888-256-6445. Envíe sus cheques de pago a Peoples Energy, Chicago, IL 60687-0001.

Toda la demás correspondencia debería ser enviada a:
 Peoples Energy, 130 E. Randolph Dr., Chicago, IL 60601-6207.

Gracias por su negocio. www.PeoplesEnergy.com

Customer Classification**Rate 1 – Small Residential Service**

Available to any residential customer with a single meter. Building may have up to two housing units.

Rate 2 – General Service

Service available for residential, commercial and industrial customers.

Usage**Types of Meter Readings:**

Actual – Reading taken by the company
Customer – Reading taken by the customer.
Estimate – Reading estimated by the company based on weather conditions and previous usage patterns.

Pressure Correction Factor

A factor that adjusts for increased gas volumes when a customer requires higher than normal gas pressure.

BTU Factor (British Thermal Unit)

A factor used to adjust the heating value of gas.

Therms

For billing purposes, the volume of gas used multiplied by the BTU factor.

Charges**Customer Charge**

A fixed monthly charge that recovers the costs associated with making service available to customers. This charge also funds Illinois State weatherization, energy assistance and renewable energy grants.

Distribution Charge

A charge that recovers costs associated with delivering gas to customers.

Environmental Activities Charge

A charge that recovers costs associated with the treatment of residue from past manufactured gas operations.

Gas Charge

A charge that recovers the cost of the Company's gas supply. The gas charge is determined monthly and filed with the Illinois Commerce Commission.

Taxes**Illinois Gross Revenue Tax**

Tax mandated by the State of Illinois used to fund the Illinois Commerce Commission.

Chicago Municipal Utility Tax

Tax levied by the City of Chicago.

Illinois Gas Revenue Tax

Tax mandated by the State of Illinois, either 5% of current charges before taxes or 2.4 cents per therm, whichever is lower.

Service Charges**Service Activation Charge**

Charge for initiating gas service.

Reconnection Charge

Charge for reconnecting gas service when it has been discontinued for non-payment or seasonal reconnection.

Late Payment Charge

Charge for payments not received by the Payment Due Date. 1.5% of the unpaid balance is applied to the next bill.

Payments and Payment Plans**Budget Payment Plan**

This plan allows customers to distribute monthly payments evenly over the year. The monthly payment amount may vary depending on weather conditions and usage. Interest is paid monthly on the average daily credit balance at the annual rate set by the Illinois Commerce Commission.

Automatic Payment Plan

This plan allows customers to have monthly payments electronically withdrawn from a checking or savings account.

We report payments to credit bureaus. Bills more than 30 days past due may adversely affect your credit rating.

Share the Warmth

This is a financial assistance program for customers who do not qualify for federal and state grants. Peoples Energy donates two dollars for every dollar donated by customers, up to \$125,000 annually.

Clasificación de clientes**Tipo 1 – Servicio para pequeñas residencias**

Disponible para cualquier cliente residencial con un contador. El edificio puede tener hasta dos apartamentos.

Tipo 2 – Servicio general

Este servicio está disponible para clientes residenciales, comerciales o industriales.

Maneras de uso**Tipos de lectura del contador:**

Actual – La lectura es realizada por la compañía.

Cliente – La lectura es realizada por el cliente.

Cálculo o Presupuesto – La compañía realiza un cálculo aproximado de la lectura basado en las condiciones climáticas y ejemplos previos de la forma de uso.

Factor de corrección de la presión

Este es un factor que se ajusta para incrementos de volúmenes de gas cuando un cliente necesita más presión de gas de lo normal.

Factor BTU (Unidad Térmica Británica)

Este es un factor usado para ajustar el valor calorífico del gas.

Termins

Por razones de factura, el volumen de gas utilizado es multiplicado por el factor BTU.

Cargos**Cargo al cliente**

Esto es un cargo fijo mensual que recupera los costos relacionados con el servicio que se le ofrece a los clientes. Este cargo también va destinado al fondo de aclimatación del Estado de Illinois, a la ayuda de energía y a las subvenciones de energía renovable.

Cargo de distribución

Este es un cargo que recupera los costos relacionados con la distribución del gas a los clientes.

Cargo de actividades medioambientales

Este cargo recupera los costos asociados con el tratamiento del residuo procedente de pasadas operaciones en la fabricación de gas.

Cargo del gas

Este cargo recupera el costo de la compañía por el abastecimiento del gas. El precio del gas es determinado mensualmente y reportado a la Comisión de Comercio de Illinois.

Impuestos**Impuesto del ingreso bruto de Illinois**

Este impuesto es ordenado por el Estado de Illinois que lo destina al fondo de la Comisión de Comercio de Illinois.

Impuesto del servicio público municipal de Chicago

Este impuesto es recaudado por la Ciudad de Chicago.

Impuesto de la renta pública de gas de Illinois

Este impuesto es ordenado por el Estado de Illinois y es basado en 5% de los cargos actuales antes de los impuestos ó 2.4 centavos por termia, el que sea más bajo.

Cargos de servicio**Cargo del servicio de conexión**

Este es el cargo por iniciar el servicio de gas.

Cargo de reconexión

Este es el cargo por la reconexión del servicio de gas después de haber sido desconectado por falta de pago, o también puede ser debido a una reconexión temporal.

Cargo por la demora de un pago

Este es el cargo que se le aplica a aquellos pagos que no son recibidos a su debido tiempo. Un 1.5% de la cantidad dejada de pagar será cargada en la siguiente factura.

Pagos y planes de pago**Plan de pago presupuestado**

Este plan permite a los clientes repartir equitativamente los pagos mensuales a lo largo del año. La cantidad que usted debe pagar mensualmente puede variar dependiendo de las condiciones del tiempo y su modo de uso. El interés es pagado mensualmente sobre el promedio del balance del crédito diario del valor anual establecido por la Comisión de Comercio de Illinois.

Plan de pago automático.

Este plan permite a los clientes hacer los pagos mensuales de manera electrónica a través de su cuenta corriente o de ahorro.

Nosotros informamos de los pagos a la oficina de crédito. Facturas con más de 30 días de demora pueden afectarle negativamente a su crédito.

Comparta el calor

Este es un programa de asistencia financiera para clientes que no califican para subvenciones federales o estatales. Peoples Energy dona dos dólares por cada dólar donado por los clientes. Lo que representa más de 125,000 dólares al año.



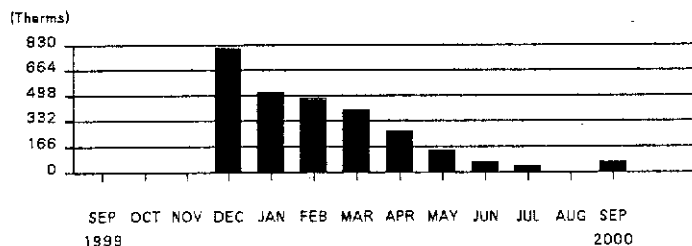
Customer Inquiries: 312-240-7000 Emergencies: 312-240-7001

Bill Date	Account Number	Payment Due Date	Amount Due
09/14/2000	6 5000 1262 4011	10/06/2000	\$901.67

CUSTOMER

Name **Pamela C Varner**
 Account Number **6 5000 1262 4011**
 Service Address **7701 S Oglesby Ave Hsc**
Chicago IL 60649-4122
 Service Classification **Rate 1 - Small Residential Service**
 Heating Account **Yes**
 Next Meter Reading **October 12, 2000**

SUMMARY OF USAGE



SUMMARY OF CHARGES

Credits And Charges Since Your Last Bill

Previous balance	\$460.70
Late payment charge	12.06
Transferred IN final bill	330.02
Balance	\$802.87

Average Daily	Sep 1999	Sep 2000
Therms Used	N/A	1.31
Temperature	72 °F	71 °F

Current Charges

Customer Charge	19.21
Under 50 Therms	\$.36375 x 79.87 Therms = 29.05
Environ Activities	\$.00160 x 79.87 Therms = 0.13
Gas Charge	\$.51370 x 79.87 Therms = 41.03
Current Charges Before Taxes	89.42
Taxes	
Illinois Gross Revenue Tax	\$89.42 x 0.10 % = 0.09
Chgo Municipal Utility Tax	\$89.42 x 8.24 % = 7.37
Illinois Gas Revenue Tax	\$.024 x 79.87 Therms = 1.92
Current Charges After Taxes	98.80
Total Balance	\$901.67

CURRENT USAGE

Billing Period 07-14-00 to 09-13-00 Days of Service 61

Meter Reading		Difference (100 Cubic Feet)
Previous	Current	
Meter Number P2498575		
5118 Actual 07-14	5196 Actual 09-13	78

Therm Conversion 78 x 1.024 BTU Factor = 79.87 Therms

MESSAGES

At the time of this statement, your account was past due. Please pay the amount shown today.

901.67
transferred in

Customer Classification

Rate 1 – Small Residential Service

Available to any residential customer with a single meter. Building may have up to two housing units.

Rate 2 – General Service

Service available for residential, commercial and industrial customers.

Usage

Types of Meter Readings:

Actual

Reading taken by the company

Customer

Reading taken by the customer.

Estimate

Reading estimated by the company based on weather conditions and previous usage patterns.

Pressure Correction Factor

A factor that adjusts for increased gas volumes when a customer requires higher than normal gas pressure.

BTU Factor (British Thermal Unit)

A factor used to adjust the heating value of gas.

Therms

For billing purposes, the volume of gas used multiplied by the BTU factor.

Charges

Customer Charge

A fixed monthly charge that recovers the costs associated with making service available to customers. This charge also funds Illinois State weatherization, energy assistance and renewable energy grants.

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Taxes

Illinois Gross Revenue Tax

Tax mandated by the State of Illinois used to fund the Illinois Commerce Commission.

Chicago Municipal Utility Tax

Tax levied by the City of Chicago.

Illinois Gas Revenue Tax

Tax mandated by the State of Illinois, either 5% of current charges before taxes or 2.4 cents per therm, whichever is lower.

Service Charges

Service Activation Charge

Charge for initiating gas service.

Reconnection Charge

Charge for reconnecting gas service when it has been discontinued for non-payment or seasonal reconnection.

Late Payment Charge

Charge for payments not received by the Payment Due Date. 1.5% of the unpaid balance is applied to the next bill.

Payment Plans

Budget Payment Plan

This plan allows customers to offset higher winter gas bills by distributing monthly payments evenly over the year. Adjustments to a budget payment can occur periodically depending on weather conditions and usage. Interest is paid monthly on the average daily credit balance at the annual rate set by the Illinois Commerce Commission.

Automatic Payment Plan

This plan permits customers to have payments electronically withdrawn from a checking or savings account on the payment due date.

CUSTOMER SERVICE OFFICES

Downtown

401 S. State St.

North

1455 N. Milwaukee Ave.

South

1920 E. 95th St.

Office Hours

Monday through Friday

8:15 a.m. to 5 p.m.

A Night Depository is located at each office.

Payments by cash or check may be made at a Customer Service office or an authorized agent.

To pay by credit card, call (888) 256-6445.

Mail your payment by check to:

Peoples Energy

Chicago, IL 60687-0001

All other correspondence should be addressed to:

Peoples Energy

130 E. Randolph Dr.
Chicago, IL 60601-6207
www.PeoplesEnergy.com

*Peoples Energy
thanks you
for your business.*



Customer Inquiries: 312-240-7000 Emergencies: 312-240-7001

Bill Date	Account Number	Payment Due Date	Amount Due
08/04/2000	6 5000 0700 2834	08/28/2000	\$330.02

CUSTOMER

Name **Pamela C Varner**
 Account Number **6 5000 0700 2834**
 Service Address **5932 S Hermitage Ave Hsc**
Chicago IL 60636-1622
 Service Classification
 Heating Account **Yes**
 Next Meter Reading **October 2, 2000**

SUMMARY OF CHARGES

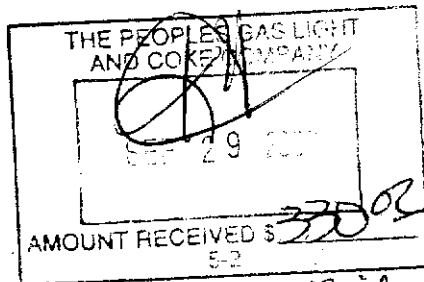
Credits And Charges Since Your Last Bill

Previous balance	\$324.93
Late payment charge	5.09
Balance	\$330.02
Total Balance	\$330.02

MESSAGES

At the time of this statement, your account was past due. Please pay the amount shown today.
 A late payment charge of 1.5% will be added monthly to the unpaid balance.
 It is important that you pay your final bill amount immediately to protect your credit rating.

PAID BY CHECK



Summary Billed Acct.

Customer Classification

Rate 1 – Small Residential Service

Available to any residential customer with a single meter. Building may have up to two housing units.

Rate 2 – General Service

Service available for residential, commercial and industrial customers.

Usage

Types of Meter Readings:

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Budget Payment Plan

This plan allows customers to offset higher winter gas bills by distributing monthly payments evenly over the year. Adjustments to a budget payment can occur periodically depending on weather conditions and usage. Interest is paid monthly on the average daily credit balance at the annual rate set by the Illinois Commerce Commission.

Automatic Payment Plan

This plan permits customers to have payments electronically withdrawn from a checking or savings account on the payment due date.

CUSTOMER SERVICE OFFICES.

Downtown

401 S. State St.

North

1455 N. Milwaukee Ave.

South

1920 E. 95th St.

Office Hours

Monday through Friday
8:15 a.m. to 5 p.m.

A Night Depository is located at each office.

Payments by cash or check may be made at a Customer Service office or an authorized agent.

To pay by credit card, call (888) 256-6445.

Mail your payment by check to:

Peoples Energy
Chicago, IL 60687-0001

All other correspondence should be addressed to:

Peoples Energy
130 E. Randolph Dr.
Chicago, IL 60601-6207
www.PeoplesEnergy.com

*Peoples Energy
thanks you
for your business.*



ILLINOIS COMMERCE COMMISSION

July 3, 2003

Pamela Varner
7701 South Ogelsby
Chicago, IL 60649

Dear Sir/Madam:

In response to your request, we are enclosing the following information for filing a formal complaint:

- 1 blank formal complaint form
- 1 sample formal complaint form
- 1 copy of the Illinois Commerce Commission's Rules of Practice (Note Sections 200.150 & 200.170)
- 1 Quick Reference Guide

Please return, to my attention, the original and one (1) copy of the formal complaint. One copy will be served on the respondent.

Please note the verification paragraph on the second page of the form which must be signed and notarized by a notary public. Failure to complete the verification portion of the form will result in the complaint form being returned to you.

Sincerely,

A handwritten signature in cursive script that reads "Elizabeth A. Rolando".

Elizabeth A. Rolando
Chief Clerk

EAR:sc
cc: Franklin Johnson

Enclosures